

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission regarding the toll rods
Date: Monday, 6 August 2018 1:47:12 PM

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Please let's look at 6 of the tunnel or toll road basics:

1. The toll-road & tunnel's job is to reduce road congestion by improving the toll-road & tunnel physical, duration and financial experience.
2. For many people, this has totally failed and hence many drivers see tunnels as monsters.
3. Some people believe that there should be a subsidy for seniors (as there are for trains and busses).
4. Others believe they should be free because they pay using the fuel tax levy.
5. Using the tunnel outside of peak times should be less expensive, because there is less external road congestion.
6. The tunnel speed system does "Test Flashes" which can be very alarming to drivers. It makes them believe they will get an expensive fine even though they were not speeding.
7. Many people have a friend or relative who has been fined when they know for sure that they were not exceeding the speed limit.
8. The high SPER default is one measure of failure.
 - a. People do not pay their fines, because their mates did not pay or got fined incorrectly.
 - b. Generally there is a concept of toll accuracy and procedure failure.

Some of the common problems:

1. GPS Speed displays freeze in tunnels.
2. There is no slope indication inside the tunnel.
3. Heavy auto cars run away downhill.
4. Older cruise controls don't break.
5. Variable driver vision and speed display, speedometers can be inaccurate with the needle position and width.
6. Using larger tyres or flat tyres will affect your speedometer reading.
7. Slower driving annoys other drivers and causes more passing.
8. Very loud vehicle and motor bike exhaust noise can be very distracting to many people.
9. Flashing headlights at drivers who proceed slower so as to never pay a fine, can be very distressing.
10. There is no concept that slower in the tunnel or toll road is better.
11. Many vehicles travel as fast as possible, they use the tunnel or toll roads because they are in a hurry.

Hence many drivers try to keep near the top speed, but this is hard when their heavy automatic car runs away down the slope and in a couple of seconds they can be exceeding the limit, because there is no external indication of the slope.

Because the system for many people has failed, less people are using tunnels and toll roads.

Initiatives to improve the user experience and toll-road success:

1. Toll Road Ombudsman.

2. More information regarding tolls and fines.
3. Speed limit range advisory signs.
4. Smiling face speed signs instead of fines, with red lights so that everybody can see your speed.
5. Only fine when speed it very high.
6. Fuel or Tyre company sponsorship. " this 500m maintenance is sponsored by Fuel company X" "this advisory speed sign is sponsored by Coles" etc. etc.
7. Painted adverts on roads. "Woolworths logo" BHP Logo, Caltex Logo, BP Logo.
8. FlyBuy points for personal vehicle owners using tolls roads.
9. Pre-purchase bulk tolls.
10. Toll resellers in places like Coles, Woolworths of Caltex or BP.
11. Debit mobile phone accounts to pay tolls.
12. Make GPS speed displays work inside tunnels.

Overall:

Communication regarding all the above problems and how they should be dealt with.

Lots more communication, clear the slate with SPER and make a new start.

Thank you for allowing the Mt Coot-tha Local Residents to submit responses to what is clearly a broken system, that affects toll revenue and the future of the toll roads which we all need.

Phil Best.

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